

Class Concept

Employees in this class prepare clients with one or more disabilities for training and/or job placement. Employees evaluate client skills and readiness, establish/implement a training plan, seek opportunities for clients to learn, develop, and practice skills needed in a wide variety of settings, and provide feedback to higher-level staff. Employees provide reinforcement, supportive counseling and training on work habits, behavior, family and personal problems and other related community living skills, and provide continuing follow-up. Employees may serve as case manager for the client. This class has three concepts: production, training and placement.

Production: Employees coordinate and/or supervise the production area(s) of a sheltered workshop (primarily assembly, subassembly, or services [limited in variety and complexity]). Expectations of this role include organizing workflow, work schedules and resources; assessing client skill level and assigning tasks; reviewing individual's progress and documenting same; ensuring quality control and contract timeframes are met; procuring or developing assistive devices; providing reinforcement or supportive counseling to individuals; conducting time/motion studies. When new contracts are obtained, work flow and client assignments are altered based on the needs of the contract and the abilities of the clients. The employee may be responsible for multiple contracts, shipping of products, and/or billing for contract services.

Training: Positions in this class evaluate skill level and develop training modules for clients in specific training area programs (i.e. printing, graphic arts, welding, horticulture, landscaping, woodworking, assembly, packaging, child care, janitorial, general office skills, retail, and auto mechanics among others). Employees determine the training need of the client, identify the components of the job or project and write sequential steps for each task, and train/observe clients in the performance of tasks. Based on the instructor's assessment, evaluation of each client's needs, and input from the service delivery team, appropriate teaching modules/methodologies are selected.

Employees evaluate basic behaviors (attention span, time management, and attendance) through limited work simulation or on-the-job training to aid the team in identifying clients' assets and liabilities. Employees instruct groups of five to fifteen clients at each class period. Potentially all clients in the class can be at different instructional levels and modules simultaneously. Employees evaluate obvious behavior patterns and provide training geared to improve work-related behaviors, work skills, community living, and social adjustment skills.

Placement: Positions at this level prepare individuals for supported or competitive employment placement by instructing/training clients in a variety of job search activities, work habits, and/or related community living skills. Instruction is provided at a work site, in a workshop setting, or as part of a mobile work crew.

Employees may serve as a job coach by learning job skills required for placement and the expectations of the employer; determining manageable components; training the client to perform specific job duties; and providing on-site supervision and support as client transitions to competitive paid employment. If job duties change (new processes, new equipment, etc.), the employee is available to re-train the client. Employees provide reinforcement and supportive counseling.

Employees may assist clients with job search activities: preparation of applications/resumes, interview techniques, appropriate dress and behaviors, transportation, and other related needs. Employees market the services of the agency and clients to potential local employers to secure competitive employment opportunities. Employees develop job opportunities by networking with potential employers and making presentations to a wide variety of business, community, and civic organizations.

Recruitment Standards

Recruitment Pattern A / Production

Knowledge, Skills, and Abilities

- Working knowledge of a variety of work environments such as manufacturing, service, or trades and their job requirements including work flow, job set-up, use of appropriate tools and equipment.
- Working knowledge of basic limitations and characteristics of various disabling conditions and barriers to employment.
- Skill in developing adaptive devices and/or methods based on client need.
- Ability to evaluate client progress, observe behavior, communicate observations and recommendations effectively in written and oral form.
- Ability to learn behavior management and marketing techniques and goal writing.
- Ability to learn marketing techniques.
- Ability to develop rapport with employers and other involved human service professionals, family members, and the population served.
- Ability to learn supportive counseling and instructional techniques.

Minimum Education and Experience

Associate's degree from an appropriately accredited institution in an industrial systems technology area or a related field to the technical area assigned and two years of experience in production, trades, or related work that provides the above knowledge and skills; or

High school or General Educational Development (GED) diploma and four years of work experience in production, trades, or related work that provides the above knowledge and skills, preferably providing exposure to the population to be served; or an equivalent combination of education and experience.

Recruitment Pattern B / Training

Knowledge, Skills and Abilities

- Working knowledge of the application of the application of task analysis techniques.
- Working knowledge of the practical application of behavior management and supportive counseling techniques.
- Working knowledge of the population served.
- Working knowledge of basic limitations and characteristics of various disabling conditions and barriers to employment.
- Ability to plan and organize for problem resolution.
- Ability to learn manufacturing techniques, materials and workflow, job setup, OSHA and wage and hour laws.
- Ability to develop rapport with the clients, staff, and contract customers.
- Ability to assess client skill level, evaluate client progress, observe behavior, and communicate observations and recommendations effectively in written and oral form.

Minimum Education and Experience

Associate's degree in a Human Services field from an appropriately accredited institution and two years of experience working with the population served; or

High school or General Educational Development (GED) diploma and four years of experience providing instruction to individuals with one or more disabilities, preferably involving task analysis; or an equivalent combination of education and experience.

Recruitment Pattern C / Placement

Knowledge, Skills, and Abilities

- Working knowledge of basic limitations and characteristics of various disabling conditions and the barriers these present to employment from the individuals' and employers' viewpoints.
- Working knowledge of various service/rehabilitation programs, including their purposes, service availability, and basic eligibility requirements.
- Working knowledge of acceptable employment practices, interviewing procedures, and relational-supportive counseling.
- Considerable knowledge of the types of businesses/industries likely to employ clients.
- Considerable knowledge of economic, social, and environmental conditions of the population served.
- Skill in appraising basic needs and/or interests that affect housing or jobs and exercising good judgment in deciding on placement in timely fashion.
- Skill in establishing rapport with a cross-section of the business community and client population served.
- Skill in marketing services/goods or outside sales.

Minimum Education and Experience:

Bachelor's degree in a human services or business field such as human resources, marketing, business administration, business management, healthcare management, or public administration from an appropriately accredited institution; or

Associate's degree in a human services or business field (identified above) from an appropriately accredited institution and two years of directly related work experience; or

High school or General Educational Development (GED) and four years of directly related work experience; or an equivalent combination of education and experience.

Administering the Class

Recruitment pattern A / Production recognizes the business/industry experience and accompanying knowledge, skills and abilities. Selection of an employee with this education and experience may be suitable if supervisors, other staff, or program managers possess a human services background.

Recruitment pattern B / Training reflects the human services degree preparation for the management of an employment program for the developmentally disabled and may be suitable if supervisors, other staff, or program managers possess an industrial or production-related background.

Recruitment pattern C / Placement recognizes a business background that provides the knowledge, skills, and abilities needed for developing relationships with local businesses and industries that lead to employment opportunities for clients.

Management has the option of choosing recruitment pattern A, B or C in order to meet the needs of the clients and the program.

Recruitment announcements should reflect only one of the recruitment patterns.